

01-1001; Shadman Zafar et al.
VI MAIL INTEGRATION WITH INSTANT
MESSENGER
Express Mail No. EL029404240US

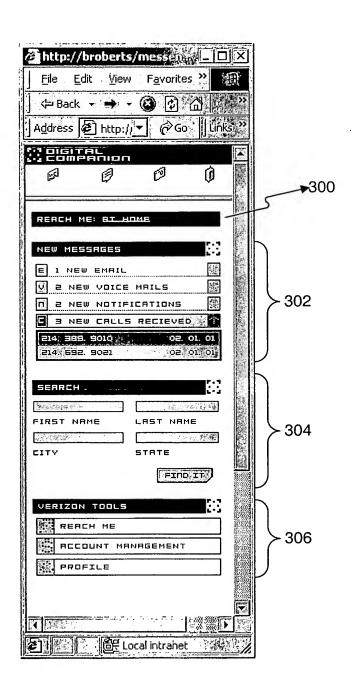


Fig. 3a

01-1001; Shadman Zafar et al.
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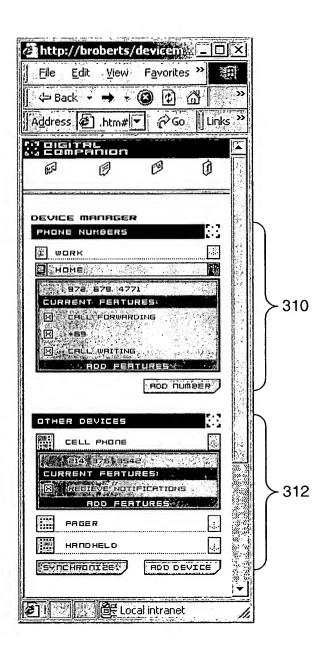


Fig. 3b

01-1001; Shadman ⊉afar et al.

E MAIL INTEGRATION WITH INSTANT

M. SENGER

Express Mail No. EL029404240US

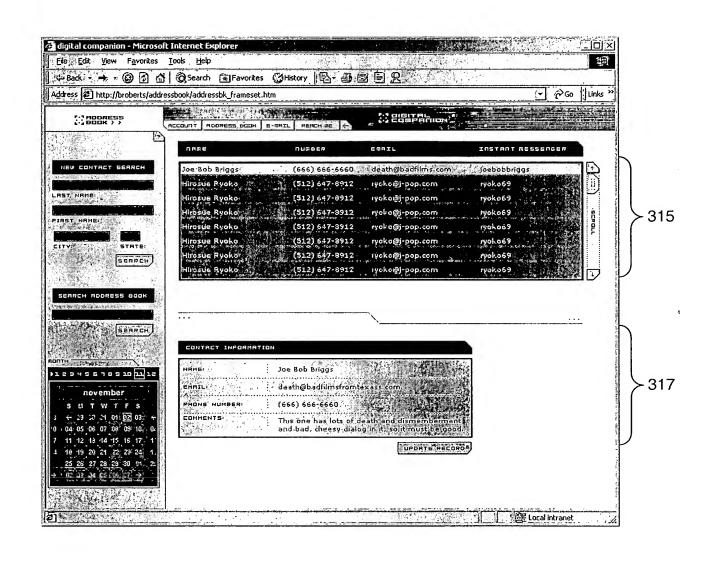


Fig. 3c



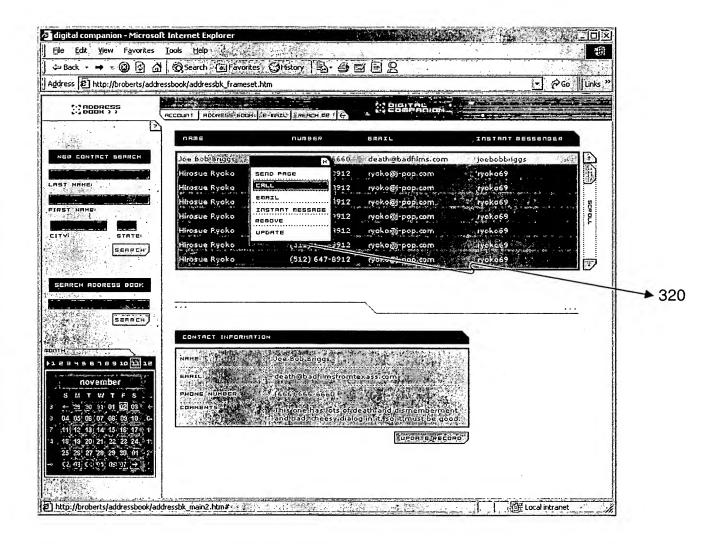


Fig. 3d

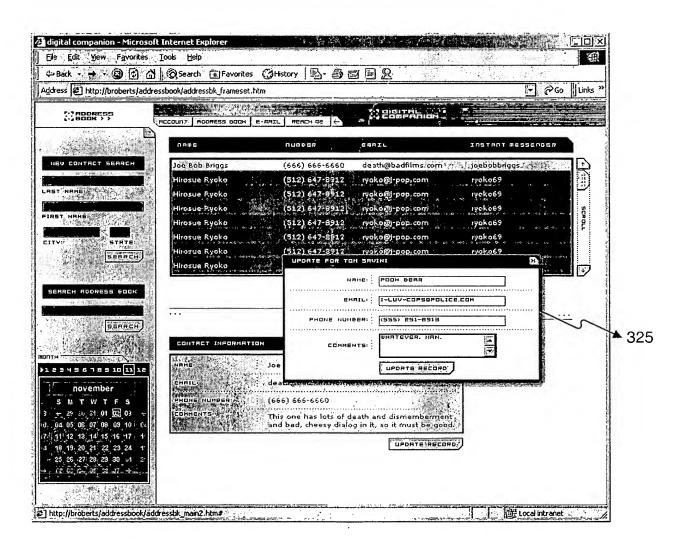


Fig. 3e

01-1901; Shadman Zafar et al.
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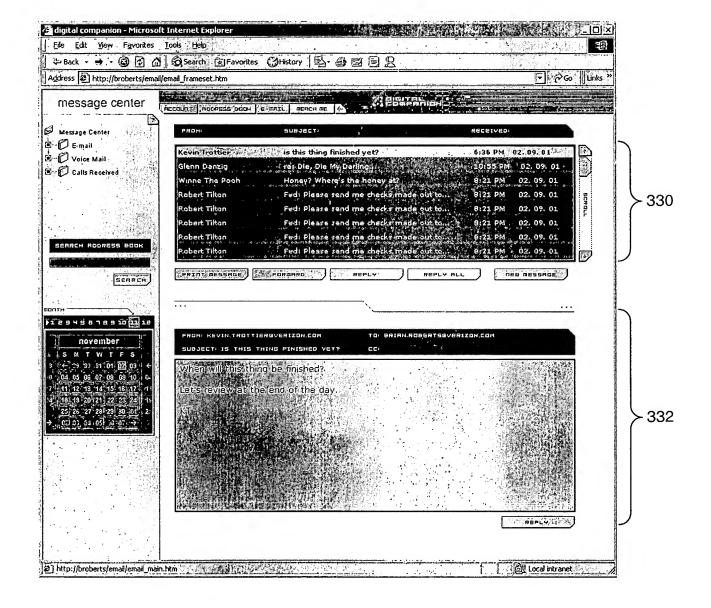


Fig. 3f



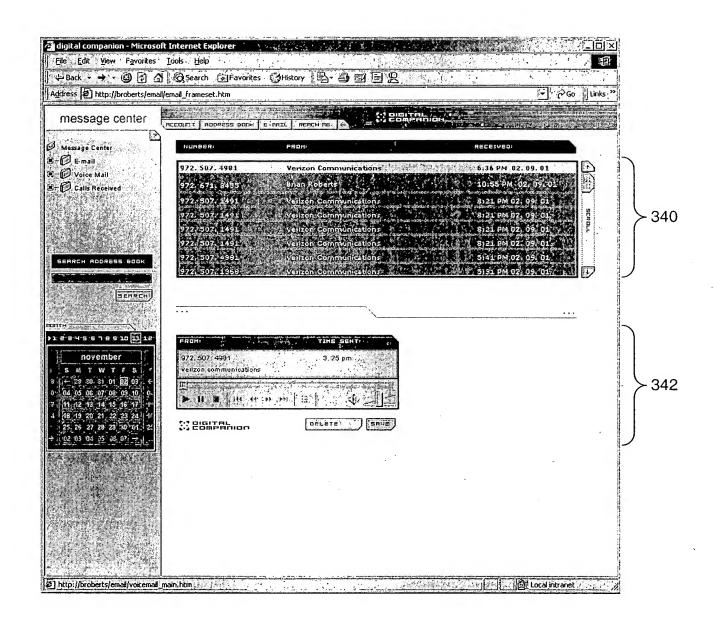


Fig. 3g

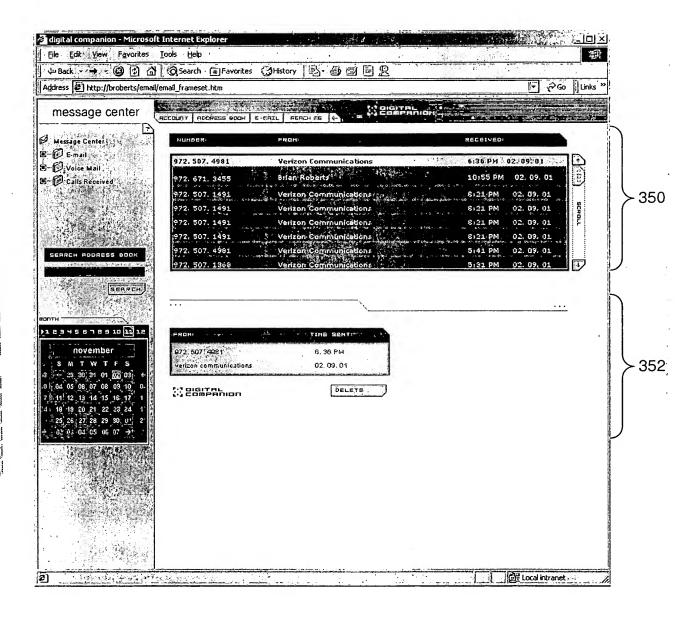


Fig. 3h



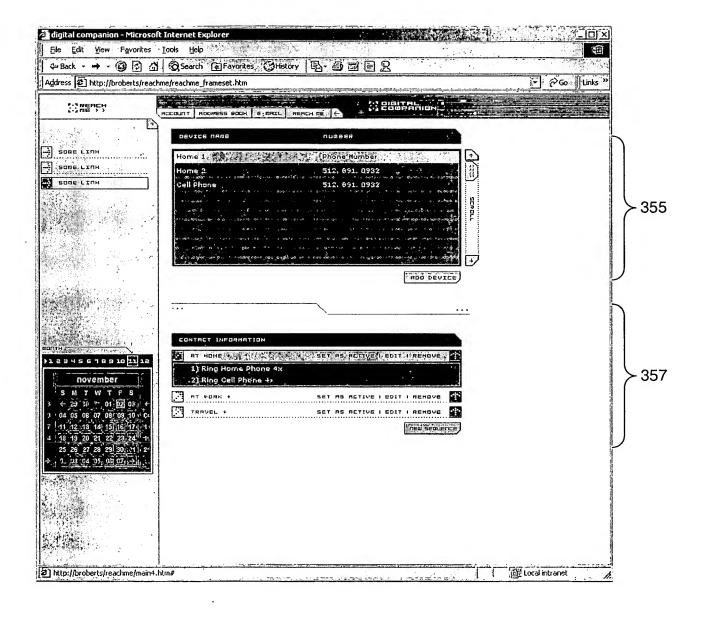


Fig. 3i



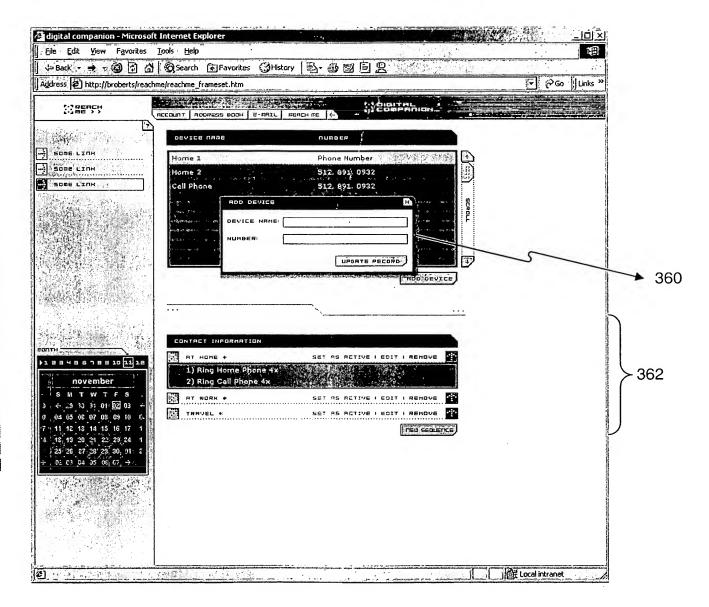


Fig. 3j

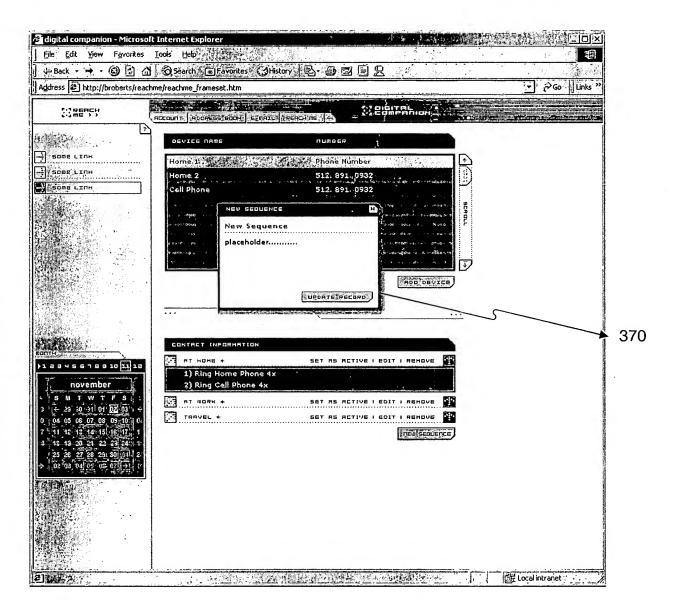


Fig. 3k

01-120; Shadman Zafar et al.
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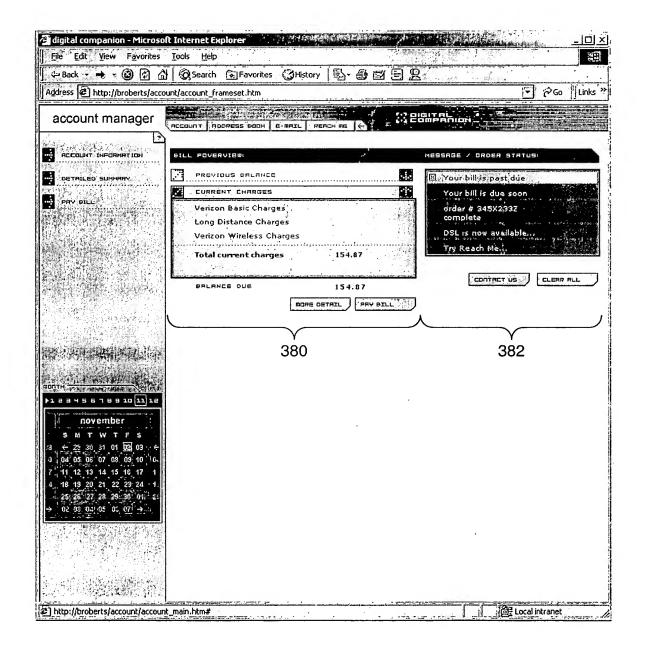


Fig. 31



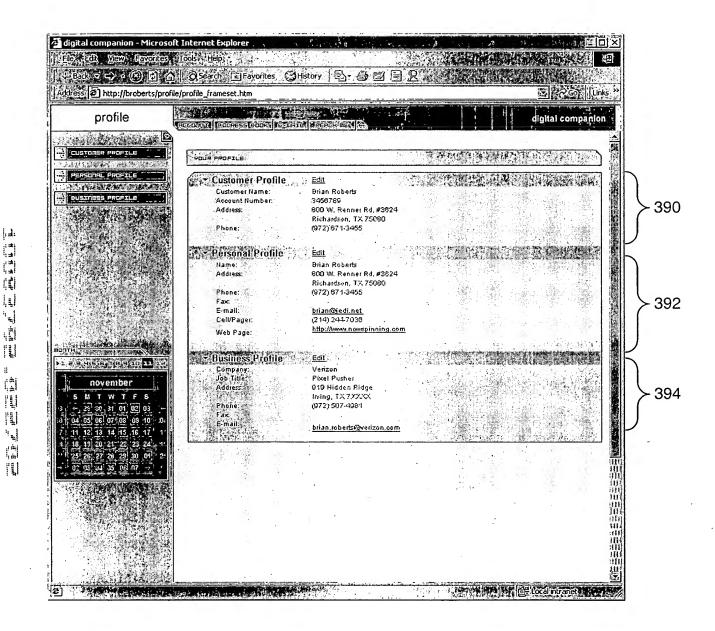


Fig. 3m

Service Center Database

01-1001; Shadman Zafar et al.
VOICE FAIL INTEGRATION WITH INSTANT
MES GER
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01-100 Shadman Zafar et al. VOID ALL INTEGRATION WITH INSTANT MESSENGER Express Mail No. EL029404240US

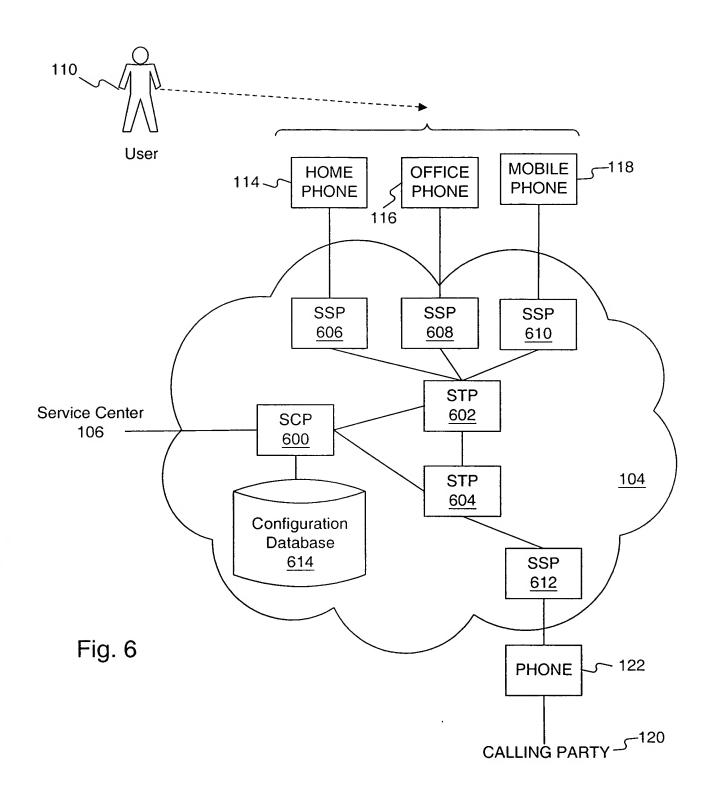


500

| Audio File <u>526</u> | voice1.wav | voice2.wav | |
|--------------------------|---------------|------------|--|
| Caller ID 524 | Brian Roberts | John Smith | |
| Date <u>522</u> | 02.09.01 | 02.15.01 | |
| Time 520 | 10:55 PM | 09:32 AM | |

Hig.





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VOICE INTEGRATION WITH INSTANT
MESSE R
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